

Royal River Casino & Hotel
COVID-19 Precautionary Press Release
March 19, 2020



For Immediate Release

Contact Information:

Royal River Casino & Hotel

Tim Morrissey

Senior Director of Operations

605-997-5359

Timothy.Morrissey@RoyalRiver.com

Royal River Casino & Hotel COVID-19 Prevention

March 19, 2020: Flandreau, South Dakota

To our valued guests and team members,

In these times of uncertainty, we want you to know that the health, safety and security of our guests and team members have and will continue to be the top priority of Royal River Casino & Hotel and the Flandreau Santee Sioux Tribal Leadership. Now more than ever, our business is you.

We understand that with the rapidly changing updates on travel restrictions and postponed or cancelled public events, people are in different places when it comes to doing what is best for them and their families. We cannot stress enough that we believe in responsible and safe travel.

Hospitality is our business, and it is important to us that you feel confident when choosing Royal River Casino & Hotel as your entertainment and travel destination. That's why we are taking the following precautionary measures to provide peace of mind throughout your travels:

Environmental Cleaning Practices

Royal River Casino and Hotel has always been committed to upholding the highest standard of cleanliness by continuing to work closely with industry partners who are global leader in the custodial industry. Our partners are committed to sharing best practices and the latest products that may be useful to combat the spread of COVID-19. We continue to work with the Flandreau Santee Sioux Tribe Clinical staff, Indian Health Services, and South Dakota Department of Health, as well as follow the Center for Disease Control and the World Health Organization's guidance on travel restrictions and responsibility of hosting public events.

Further we have increased the staffing levels as well as made our custodial products and protocols accessible to all team members to expand the effort to increase the frequency of cleaning and sanitizing all touch points across our property. The touch points include

- Faucets and toilet flush levers
- Doorknobs and locks
- Entrance and exit doors and door handles
- Handrails
- Slot machines handles and armrests
- Elevator buttons
- Light switches

As well increasing the placement of hand sanitizer dispensing stations in high-traffic, visible areas.

Operational Changes

Effective immediately Royal River Casino and Hotel's River Bend Restaurant will discontinue the operations of the buffet service and switch to menu only dining to further prevent to opportunity for the COVID-19 Virus to contaminate our property and threaten the health of our guests or team members.

Effective immediately Royal River Casino and Hotel has closed our pool and spa facilities and will maintain the closure of these facilities until which time the public risk for contraction of COVID-19 has decreased.

Effective immediately Royal River Casino and Hotel will discontinue our Birthday Booth Promotional Operations. Guests visiting the property with birthday in the month of March are still able to stop at the Guest Service Center to be enrolled in a Special Birthday Promotions on our Promotional Kiosks for a chance to win up to \$1000 in Free Slot Play.

Royal River Casino & Hotel
COVID-19 Precautionary Press Release
March 19, 2020

Effective immediately Royal River Casino and Hotel has suspended the entertainment that was scheduled for March. This includes rescheduling the Tribute to Johnny Cash show to July 11, 2020. Tickets from the March date will be honored for the July 11th show. In the event guests are unable to attend the show on July 11th refunds can be received by visiting their point of sale.

We do not take any operational change the effects the experience of our guests lightly and will monitor these changes to restore to normal operations at the earliest responsible time. As we continue to monitor developments and navigate through these challenging circumstances, we want you to know that you can rely on us always to put your health and safety first. Thank you for trusting in Royal River Casino and the Flandreau Santee Sioux Tribal Nation.

We look forward to seeing you again soon.

James McDermott
General Manager
Royal River Casino & Hotel

Anthony Reider
Tribal President
Flandreau Santee Sioux Tribe